# **OLIVIA SMITH**

## **Business Operations Manager**

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#### PROFESSIONAL SUMMARY

Accomplished Business Operations Manager with a decade of experience in driving operational efficiency and enhancing organizational performance. Proven expertise in developing and implementing streamlined processes that boost productivity while maintaining compliance with industry regulations. Skilled in leading cross-functional teams to achieve strategic goals, utilizing analytical insights to inform decision-making and foster sustainable growth. Dedicated to nurturing a results-oriented culture that empowers team members and promotes continuous improvement.

#### **WORK EXPERIENCE**

#### Business Operations Manager/CO- Founder

🛗 Jan / 2018-Ongoing

Pineapple Enterprises

📮 Santa Monica, CA

- 1. Directed business operations and supervised a team of four, enhancing overall efficiency.
- 2. Recruited, trained, and developed direct reports, ensuring optimal performance and compliance with company policies.
- 3. Managed contract administration, overseeing the review and execution of over \$25 million in contracts annually.
- 4. Ensured contract compliance, meeting all administrative obligations and deadlines effectively.
- 5. Executed full-cycle bookkeeping, including accounts payable, accounts receivable, and payroll management.
- 6. Evaluated vendor contracts and renegotiated terms to achieve significant cost savings.
- 7. Coordinated successful corporate events for up to 300 attendees, enhancing company visibility and team engagement.

## **Business Operations Manager**

🛗 Jan / 2015-Jan / 2018

Silver Lake Enterprises

📮 Seattle, WA

- 1. Established operational procedures for a new law firm, including furniture, equipment, and software procurement.
- 2. Managed all financial transactions, including check writing and invoice payments across multiple accounts.
- 3. Oversaw supply purchasing and mail management to ensure smooth office operations.
- 4. Coordinated the setup and maintenance of the firm's IT infrastructure, including hardware and software systems.
- 5. Supervised and mentored a team of five, ensuring high-quality performance across all roles.

#### **EDUCATION**

## Bachelor of Business Administration

**M** Jan / 2012-Jan / 2015

University of California

Denver, CO

Focused on operational management and strategic planning.

#### **SKILLS**

Advanced Data Analysis Project Management Process Optimization

Contract Negotiation

# **ACHIEVEMENTS**

Areduced operational costs by 25% through process improvements and vendor renegotiations.

🚰 Increased team productivity by 35% by implementing targeted training programs and performance metrics.